

Comparisons of Job Characteristics

Focus Occupation: [Hotel, Motel, and Resort Desk Clerks \(43-4081\)](#)

Associated Occupation: [Lodging Managers \(11-9081\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 87

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)

Associated Occupation: Lodging Managers (11-9081)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	17.5	17.4	0	Current knowledge level may be sufficient
Administration and Management	8.4	16.5	8.9	<<	Extensive education and/or training may be required
Clerical	7.3	14.6	11.7	<	Expanded education and/or training may be required
Sales and Marketing	5.2	14.3	7.1	<<	Extensive education and/or training may be required
Personnel and Human Resources	5.6	13.3	5.4	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	10.6	5.3	<<	Extensive education and/or training may be required
Geography	3.9	9.0	4.1	<<	Extensive education and/or training may be required
Telecommunications	3.9	7.6	3.3	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 83

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)

Associated Occupation: Lodging Managers (11-9081)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Monitoring	9.9	14.2	7.9	<<	Extensive development of skills in this area may be required

Coordination	9.1	14.1	9.1	<<	Extensive development of skills in this area may be required
Management of Personnel Resources	6.9	13.7	6.9	<<	Extensive development of skills in this area may be required
Service Orientation	7.9	13.6	10.8	<	A higher skill level may be required
Time Management	8.9	13.3	7.5	<<	Extensive development of skills in this area may be required
Negotiation	6.8	11.8	6.6	<<	Extensive development of skills in this area may be required
Persuasion	7.4	11.8	7.9	<<	Extensive development of skills in this area may be required
Management of Financial Resources	3.3	11.7	1.9	<<	Extensive development of skills in this area may be required
Systems Evaluation	6.4	11.4	6.0	<<	Extensive development of skills in this area may be required
Management of Material Resources	3.7	11.2	1.5	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 93			
Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081) Associated Occupation: Lodging Managers (11-9081)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Speech Recognition	9.9	14.0	10.5	<<	Extensive improvement in abilities may be required
Problem Sensitivity	11.1	13.4	8.5	<<	Extensive improvement in abilities may be required
Written Expression	9.8	13.2	7.4	<<	Extensive improvement in abilities may be required
Fluency of Ideas	7.6	11.2	6.6	<<	Extensive improvement in abilities may be required
Mathematical Reasoning	6.3	10.7	7.0	<<	Extensive improvement in abilities may be required
Originality	7.6	10.5	6.2	<<	Extensive improvement in abilities may be required
Flexibility of Closure	7.8	10.0	5.6	<<	Extensive improvement in abilities may be required
Speed of Closure	5.9	8.7	4.8	<<	Extensive improvement in abilities may be required
Time Sharing	6.6	8.3	5.8	<<	Extensive improvement in abilities may be required
Memorization	5.6	7.5	6.0	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 83

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)
Associated Occupation: Lodging Managers (11-9081)

Work Activities	Exclusivity of Activity
Answer customer or public inquiries	41
Collect payment	49
Greet customers, guests, visitors, or passengers	63
Maintain account records	69
Maintain records, reports, or files	5
Provide customer service	14
Receive customer orders	75
Use computers to enter, access or retrieve data	3

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 92

Focus Occupation: Hotel, Motel, and Resort Desk Clerks (43-4081)
Associated Occupation: Lodging Managers (11-9081)

Tools and Technologies	Exclusivity
Call management systems or accessories	19
Computers	1
Content authoring and editing software	1
Data management and query software	1
Industry specific software	1
Information exchange software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.